**In August 2022 we had a total of 413 responses; 97% (402) said that they were ‘EXTREMELY LIKELY’, or ‘VERY LIKELY’ to recommend our GP Practice to friends and family if they needed similar care or treatment. You told us:**

|  |
| --- |
| * All the staff at the surgery are helpful and do their very best for their patients.
 |
| * All staff happy and helpful. GP very good, listened and sorted me out. Considering the strain the surgery and the NHS as a whole are under, I consider myself very lucky
 |
| * All very friendly and helpful. Questions answered
 |
| * Always a 1 so far, I have always been very happy with Marazion surgery
 |
| * always excellent
 |
| * Always on time with appointment. Very friendly and quick service.
 |
| * Always pleasant staff, nothing’s too much trouble.
 |
| * Always polite and helpful.
 |
| * Appointment on time and Emily was brilliant
 |
| * Appointment on time looked after very well by professional staff no issues very lucky to have such a good surgery
 |
| * Appointment on time, knowledgeable and helpful nurse practitioner and dispensary staff
 |
| * Appointment on time, thorough but friendly chat re condition.
 |
| * Appointment ran 45 mins late and then I had to leave. booking in and receptionist said appointments running on time, 12 patients came and went
 |
| * Appointment was on time. Very efficient and very helpful.
 |
| * Arrived at surgery, Dr saw me at appointment time so no wait. Very thorough follow up appointment with very pleasant GP. Atmosphere in surgery was calm
 |
| * Because it is appropriate.
 |
| * Because the nurse was patient and gentle, and very nice.
 |
| * Because we get good friendly service and feel cared for.
 |
| * Calm, professional, efficient, friendly
 |
| * Caring doctors, clean surgery premises and efficient staff.
 |
| * Chloe was very attentive and informative. She didn't rush me and an
 |
| * Comfortable, clean waiting area, a doctor who listened carefully and was very thorough in his questioning. This will now be followed up with further inve
 |
| * Diagnosis well explained.
 |
| * Didn't have to wait long. Treated efficiently and with care.
 |
| * Doctor had time to talk to me about my symptoms, very nice man.
 |
| * Dr Shatwell was a Lovely Lady.
 |
| * Doctor was very pleasant; communication was excellent considering I am a new patient to the practice etc
 |
| * Doctor was very thorough
 |
| * Dr Davey excellent manner. Chloe calmly efficient. Catherine in dispensary patient & smiling under mask!
 |
| * Dr Davey listened and took my situation very seriously with appropriate immediate follow up.
 |
| * Dr lock is a great doctor
 |
| * Dr Lock was very supportive and understanding and listened to what I had to say.
 |
| * Easy arrival system, very short wait, totally appropriate, professional discussion with the Doctor and I am content with the resulting decision and hopef
 |
| * Efficient and friendly
 |
| * Efficient and friendly
 |
| * Efficient and friendly staff
 |
| * Efficient and warm manner
 |
| * Efficient kind and caring as usual
 |
| * Efficient, respectful, friendly, supportive
 |
| * Efficient, very good care levels, understanding and guidance
 |
| * Emily was lovely, kind and professional that's the reason.
 |
| * Everyone was professional and polite the nurse was exceptionally lovely never even felt the needle for the first time ever well done to you all
 |
| * Everyone is kind and understanding.
 |
| * Everyone l dealt with were very helpful and very nice, and l felt that l had been very well looked after.
 |
| * Everyone was very kind and helpful.
 |
| * Everything very efficient
 |
| * Excellent
 |
| * Excellent facilities kind and caring staff
 |
| * Excellent quick service
 |
| * Excellent service
 |
| * Excellent service as always
 |
| * Excellent service as always
 |
| * Excellent surgery efficient, friendly, and helpful staff
 |
| * Excellent, friendly service
 |
| * Extremely friendly and knowledgeable staff. Never felt rushed
 |
| * Fast and friendly service
 |
| * Fast, efficient, friendly service
 |
| * For both of my appointments this week I had over 20mins wait after turning up on time if I was that late for my appointment, I would be sent away
 |
| * Four because of wait times. With a young child it is difficult to wait 45 minutes. Last time it was an hour wait. Not sure if something can be done about this
 |
| * Friendly and efficient
 |
| * Friendly and efficient
 |
| * Friendly and efficient
 |
| * Friendly approach, helpful and informative. Excellent!!
 |
| * Friendly efficient nurse and dispensing assistant could see I needed to sit down so brought out my medication for me. Lovely people
 |
| * Friendly efficient service thanks
 |
| * Friendly efficient service thanks
 |
| * friendly efficient service thanks
 |
| * Friendly nurse, quick and efficient. Nice sense of humour
 |
| * Friendly prompt efficient and reassuring as always
 |
| * Friendly very kind efficiency.
 |
| * Friendly, courteous staff. Lovely nurse, who took my blood with ease!
 |
| * Friendly, efficient, and helpful. Excellent!!!
 |
| * Friendly, efficient, and not long waiting
 |
| * Friendly, efficient, and professional
 |
| * Friendly, efficient, and professional
 |
| * Gemma described what my problem was and gave me help and advice on exercises to assist my recovery. I was so pleased about the help I got and really appre
 |
| * Getting appointment was straightforward. Shirley the nurse explained everything in great detail. Excellent service
 |
| * Good service and very polite
 |
| * Good service as always never had a bad experience at Marazion surgery and a very nice new doctor. Thank you
 |
| * Had time to discuss issues to help make a decision
 |
| * Having had to wait an hour and a half for my appointment because of medical emergencies not one of the staff in that time came to be inform the patients
 |
| * Helpful and efficient staff.
 |
| * Helpful, constructive advice, very knowledgeable
 |
| * I am 83 years. So I have had plenty of experience of needing medical attention during my life, including 3 miscarriages which had me hospita
 |
| * I am not the easiest person to get blood from, this is the third time Emily have had success at the first attempt
 |
| * I answered the question you asked because I find the help and support given to me by Marazion Surgery to be above and beyond perfect.
 |
| * I asked Dr Lock about various problems and he was immensely helpful as always.
 |
| * I came for a blood test the nurse was really good. She asked if my blood was easy I explained that my veins were not good she put my ar
 |
| * I chose this because I was seen too. Quickly and satisfied with the nurse that seen me
 |
| * I didn't have to wait too long and saw the lovely Shirley who is always so friendly and professional as well.
 |
| * I felt comfortable, listened to, well treated, promptly seen, well advised and a suitable way forward to treat my issues was agreed between us.
 |
| * I felt like I mattered Thank you
 |
| * I got the wrong time for the appointment apologised profusely a
 |
| * I had an appointment with a very lovely, friendly and nice nurse.
 |
| * I have been so lucky with the treatment I have received over the last 3 years with the NHS and Hormone injections at the Marazion surgery you're team
 |
| * I have put good because the nurse had trouble getting blood from my veins, but everything was fine as always
 |
| * I nearly gave a 2 because I had to wait 15 minutes, but the nurse was so friendly and helpful and efficient she made up for that and I was in and out
 |
| * I received a good service.
 |
| * I saw a new doctor for the first time very thorough he needed to give me new tablets but spoke with me as I was on the highest dose that I should be on a
 |
| * I signed myself in so no reception contact but Gemma called me when she was ready. Gemma explained my current situation clearly and also my options going
 |
| * I Think Dr Lock is an amazing Dr, explains things very clearly and honestly
 |
| * I was admitted in reasonable time and the test was well done
 |
| * I was extremely pleased the way I was treated and listened to
 |
| * I was not kept waiting. I was treated kindly and respectfully by Dr. Robbins and left feeling cared for and hopeful that I could look forward to feeling
 |
| * I was seen immediately. The Doctor took time to explain what caused my problem, giving a web site where more information can be found. I'm always plea
 |
| * I was treated as a second class citizen/ leper and made to wait outside to be admitted. My crime being exempt from mask wearing. It really doesn't help
 |
| * I'm not sure what "very good" looks like! But the service was good, timely and what I needed
 |
| * It is a pleasure to speak with such a knowledgeable person who is always ready to answer questions and give helpful advice.
 |
| * It was efficient, punctual and I did not have to queue to sign in.
 |
| * It was injection for my daughter who was nervous. The nurses eased that, it was quick and painless.
 |
| * Just excellent personal service by Drs Sugrue & Robbins and Emily
 |
| * Kate the asthma nurse was very helpful and friendly
 |
| * Left with bruising and soreness from taking of blood
 |
| * Lovely staff quick efficient as always
 |
| * Member of nursing staff very considerate and sensitive to my obvious stress. Very much appreciated. Thank you
 |
| * My appointment was on time and the nurse was fantastic
 |
| * My appointment was on time and was dealt with swiftly.
 |
| * My experience was prompt and efficient
 |
| * My nurse doing my bloods was amazing and so understanding of my situation
 |
| * New Dr - listened carefully, knowledgeable, very pleasant manner
 |
| * Nice early appointment, no more masks hurrah, efficient/professional/friendly person taking bloods.
 |
| * No great time waiting- totally comfortable procedure
 |
| * Nothing is too much trouble! I feel I am being looked after at the surgery every time I need help
 |
| * Nothing really negative, just maybe a water dispenser for patients.
 |
| * Nurse Emily was very good understanding and helpful on a number of issues I raised.
 |
| * Nurse really went out of her way to help, incredibly helpful and friendly
 |
| * Nurse very good & friendly- did not wait long for appointment
 |
| * Nurse very professional and very pleasant.
 |
| * Ok
 |
| * Okay
 |
| * On time & quick procedure
 |
| * on time and very easy - thank you
 |
| * On time and very efficient
 |
| * On time and very friendly and helpful
 |
| * On time appointment. Doctor listened to my questions. Doctor gave clear and concise advice. Friendly, approachable and helpful doctor. Friendly, approachable
 |
| * On time efficient and a friendly face.
 |
| * On time efficient and friendly courteous nurse
 |
| * On time professionally done
 |
| * On time very efficient, polite all good
 |
| * On time very pleasant and professional.
 |
| * On time, Dr polite, and felt engaged with listened to not rushed as have been in the past.
 |
| * On time, efficient, clean, friendly
 |
| * On time, quick and painless.
 |
| * On time and very professional and caring x
 |
| * Only prescribed 1 months medication when advised by doctor I need to take medication for 3 months.
 |
| * Perfect
 |
| * Perfect, polite easy to speak to
 |
| * Pleasant and punctual
 |
| * Practice Nurse was kind, friendly and professional
 |
| * Procedure and results clearly explained. Appointment was friendly and very helpful.
 |
| * Professional and efficient. Positive and constructive.
 |
| * Professional and friendly
 |
| * Professional and friendly service.
 |
| * Prompt appointment, helpful health professional.
 |
| * Prompt, efficient, courteous, receptive, responsive.
 |
| * Prompt, informative, professional approach
 |
| * Punctuality, pleasant and helpful
 |
| * Quick availability of appointments. Excellent care
 |
| * Quick initial appointment, scan and physio following an accident; and excellent advice given at every stage.
 |
| * Quick service and polite and helpful staff
 |
| * Quick, friendly, and efficient.
 |
| * Quick, friendly, and efficient service
 |
| * Quick, on time, efficient.
 |
| * Quick, professional, and pleasant experience
 |
| * Rapid appointment time/ considerate and kind consultation
 |
| * Reception very friendly and helpful. Doctor very thorough and helpful. I was very impressed with everything at the surgery
 |
| * Seen on time and blood taken efficiently. And no bruising!
 |
| * Seen quickly & dealt with ..all good
 |
| * Service over and above expectation, extremely helpful and friendly
 |
| * She was pleasant and professional.
 |
| * Shirley is a very good nurse.
 |
| * Shirley the nurse was very professional, explained everything to me and was extremely thorough.
 |
| * Staff are extremely efficient, knowledgeable, reassuring and helpful.
 |
| * Staff efficient and friendly
 |
| * Swift efficient and friendly
 |
| * Swift efficient service
 |
| * Swift, efficient service as usual .no notable waiting time, excellent service from GP.
 |
| * The nurse was very thorough with my breathing tests and explained the results to me and the next tests I would need and why excellent
 |
| * The appointment was on time and the test well done - thank you.
 |
| * The appointment was on time and very informative.
 |
| * The attention given was both helpful and professional
 |
| * The doctor explained the possible solutions in detail and words I understood.
 |
| * The Health Care Assistant I saw was considerate, understanding, sensible and professional. She listened to me carefully, responded with understanding, a
 |
| * The nurse l saw was very caring and kind and did an excellent job.
 |
| * The nurse noticed that I needed a Liver blood test so did that with my BP check and the kidney blood test that I was booked in for, this test was last do
 |
| * The nurse was extremely helpful and didn't mind answering my questions on unrelated issues. Because it's so busy I really appreciated it.
 |
| * The nurse was friendly and efficient.
 |
| * The nurse was kind and it didn't take long to change his dressing.
 |
| * The nurse was lovely and very efficient, would have no worries if I had to see her again, thank you to the surgery
 |
| * The nurse was lovely couldn't have been more helpful x
 |
| * The nurse was on time, very professional, put me at ease. All in all an excellent service. Thank you Marazion Surgery.
 |
| * The nurse was spot on for time - very efficient - explained why she was doing what she did - no fault to be found
 |
| * The nurse was very considerate and understanding
 |
| * The nurse was very pleasant and on time
 |
| * The nurse was very professional and efficient and also pleasant
 |
| * The nurse who gave me my Zoladex injection and took blood to be tested was excellent.. please thank her.
 |
| * The physiotherapist was very thorough. She gave confidence.
 |
| * The surgery and all its staff give good, honest and respectful treatment to me.
 |
| * The surgery is usually brilliant!!
 |
| * They were excellent from reception to treatment very professional and understanding.
 |
| * Thorough, attended my needs plus additional ailments. Friendly and understanding
 |
| * Tracie was lovely!
 |
| * Very efficient
 |
| * Very efficient, on time and satisfactory
 |
| * Very efficient and professional nurse
 |
| * Very efficient and swift. Thankyou.
 |
| * Very efficient but seems a waste of surgery time for one test...other tests could have been included.
 |
| * Very efficient, friendly, and helpful.
 |
| * Very efficient, knowledgeable, and friendly. Was put at ease and the appointment was carried out very quickly with a quick brief on what happens next.
 |
| * Very friendly and efficient staff
 |
| * Very friendly nurse. Whole process quick and efficient.
 |
| * Very friendly thorough and efficient
 |
| * Very good facilities, clean and tidy, friendly and knowledgeable staff
 |
| * Very good no waiting very good professional nurse
 |
| * Very good service, managed to fit a quick appointment in to reassure me about another query. All staff Always polite and helpful
 |
| * Very helpful and caring. Everything explained clearly.
 |
| * Very helpful and understanding and explained things very well. I think she is an asset to the surgery
 |
| * Very helpful reception team.
 |
| * Very helpful staff and friendly
 |
| * Very kind professional staff. They always have empathy and I would highly recommend this practice! Thank you
 |
| * Very knowledgeable and understanding nurse. Good advice and made an unpleasant procedure as painless and easy as possible. Thank you.
 |
| * Very little time spent waiting, very quick, efficient, and informative. Also, very polite and friendly everything was very positive. Thanks.
 |
| * Very patient friendly and helpful
 |
| * Very personable doctor, I hadn't met before, quick diagnoses, prepared to discuss separate medical issue, didn't feel rushed.
 |
| * Very polite staff and good communication excellent service.
 |
| * Very professional consultation, everything I asked was explained to me as an equal human being, I felt completely satisfied and respected.
 |
| * Very short wait, efficient, and very pleasant practitioner.
 |
| * Very short waiting time friendly staff
 |
| * Very sufficient
 |
| * Very sweet, friendly nurse gave me a check-up.
 |
| * Very welcoming, very efficient
 |
| * Was seen on time and staff were very friendly and pleasant
 |
| * Wasn't waiting long before going in to see the diabetic nurse who is always very pleasant
 |
| * Well explained about my illness.
 |
| * Well my son's hand was redressed and its healing well. The nurse was lovely and reassured him that it wouldn't help.
 |
| * Well organised, clean and tidy
 |
| * Went for a cholesterol check, the nurse was lovely and very helpful. It's a lovely practice that I've been with for nearly 30 years.
 |

Thank you very much for taking the time to complete these slips. We appreciate your support.